

**Message: RE: Invalid Client SSNs****✉ RE: Invalid Client SSNs**

**From** Schott, Kyle **Date** Monday, March 6, 2017 11:22 AM  
**To** Kraft, Emily  
**Cc**  
**Journal Recipients** emily.kraft@oa.mo.gov

OK. I sent info to Crystal

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**From:** Kraft, Emily [mailto:[Emily.Kraft@oa.mo.gov](mailto:Emily.Kraft@oa.mo.gov)]  
**Sent:** Monday, March 06, 2017 11:01 AM  
**To:** Schott, Kyle  
**Subject:** FW: Invalid Client SSNs

Hi Kyle,

I was checking out some of the data in the new A2A system, and it appears that one of your case managers, Crystal Gilliland, has entered invalid SSNs for several clients who are assigned to her. The database uses SSNs to verify that clients are not enrolled in the A2A program through other providers, so it is extremely important that case managers use the correct SSN for each client. If she needs to assist her clients with obtaining SSN cards in order to obtain the correct SSN, please have her do so. The clients who have incorrect SSNs in the system are as follows:

Client First	Client Last	CM First	CM Last	Contractor
[REDACTED]	[REDACTED]	Crystal	Gilliland	Catholic Charities of Southern Missouri
[REDACTED]	[REDACTED]	Crystal	Gilliland	Catholic Charities of Southern Missouri
[REDACTED]	[REDACTED]	Crystal	Gilliland	Catholic Charities of Southern Missouri
[REDACTED]	[REDACTED]	Crystal	Gilliland	Catholic Charities of Southern Missouri
[REDACTED]	[REDACTED]	Crystal	Gilliland	Catholic Charities of Southern Missouri
[REDACTED]	[REDACTED]	Crystal	Gilliland	Catholic Charities of Southern Missouri

Thanks,

**Emily Kraft**

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